

Congressional Notes



Unwanted Telemarketing Calls Placed To Home Telephones Tips On Actions Your Constituents Can Take To Protect Themselves

Sales and other organizations commonly place unsolicited telephone marketing calls to potential customers or donors. Some constituents may welcome these calls while others may not.

Telemarketers may obtain your constituent's telephone number in variety of ways. For instance, the store where your constituent purchased products may include your constituent's name, address and telephone number on marketing lists sold to other organizations. Also, telemarketers sometimes call all numbers in numerical order for a neighborhood or telephone exchange.

Here are some actions your constituents can take to protect themselves:

- ✓ Request the Direct Marketing Association to add them to its list of consumers who do not want to receive telemarketing calls. Your constituent can be placed on this list by sending his or her name, telephone number (including the area code) and address (including the zip code) to:

Telephone Preference Service, Direct Marketing Association, P.O. Box 9014, Farmingdale, New York 11735-9014.

This action should reduce the number of unwanted calls, but may not stop all unwanted calls.

- ✓ Your constituent should tell **each caller** not to call again and ask to be placed on the caller's do-not-call list. This should stop all calls from the caller and affiliated entities.

The **FCC's Do-Not-Call Rules** require the caller to keep a record of this request for ten years. (Tax-exempt nonprofit organizations are not required to keep do-not-call lists.) The caller may not make any more calls to your constituent's home after the do-not-call request is made.

- ✓ Obtain information about the Federal Trade Commission's Telemarketing Sales Rule via the World Wide Web at: **<http://www.ftc.gov>** or by writing to:

Federal Trade Commission, Public Reference Branch, Drop H240, Washington, D.C. 20580.

- ✓ Write to the Federal Trade Commission at the following address to report false or deceptive telephone solicitation sales practices:

Federal Trade Commission, Consumer Response Center, Drop H285, Washington, D.C. 20580.

- ✓ Contact their local FBI or state attorney general's office about fraudulent telephone solicitation practices.

- ✓ Send complaints about information or products received through the United States Postal Service in connection with fraudulent telephone solicitation practices to:

Mail Fraud, Chief Postal Inspector, 475 L'Enfant Plaza, S.W., Washington, D.C. 20260-2181.